iService®
for eCommerce Business

Customer service is a critical success factor for ecommerce businesses. And when it comes to supporting ecommerce customers, email is by far the preferred communication channel. With iService® you can offer the world-class email response and support that your customers expect when doing business online. In fact, iService® is the same application used by the industry leading credit card billing company, CCBILL, to provide email support to thousands of customers. With iService®, every customer inquiry will receive a customized auto response. And the extensive set of productivity tools designed specifically for email response management will save you time and ensure no opportunities are lost. The intuitive user interface will have you up and running in minutes, yet will scale to support large enterprises.

Benefits

✓ Deliver fast, accurate responses to every email inquiry.

✓ Provide a self-help knowledge base which reduces cost and increase customer satisfaction.

✓ Utilize auto responses to keep customers informed and enhance customer satisfaction.

✓ Use skills-based routing to decrease resolution time by directing email to the right person.

✓ Use single-click response templates to increase agent productivity and response accuracy.

✓ Ensure all interactions are archived and integrated with contact history.

✓ Utilize reporting and performance monitoring to provide visibility to all levels of management and empower rapid decision making.
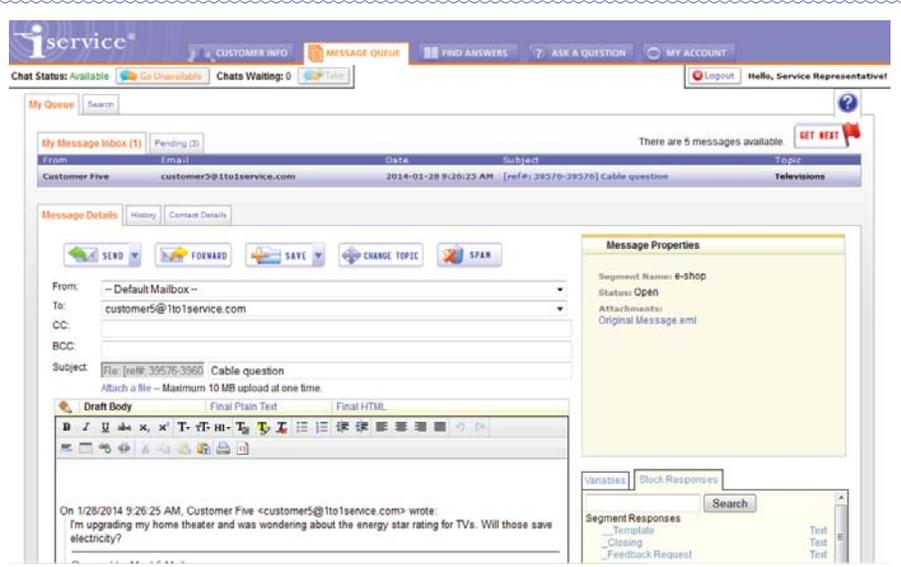
For more information, please contact us at 217-398-6245 x101 or you can email sales@1to1service.com.

No New Hardware or Software Needed with iService OnDemand

Get the power of iService® today without burdening your IT organization. iService OnDemandTM allows you to get up and running quickly, without acquiring new hardware, installing new software, or impacting your other IT projects. Our on-demand solution provides a hosted system for all of your email response and eCRM needs with complete access to all aspects of the application. We handle all system administration, maintenance, and upgrades within a secure IT environment. This allows you to focus on your business and serving your customers.

If you'd prefer to operate the system in-house, you'll find the installation process quick and easy with professional services from our experienced team.

The intuitive web interface provides an extensive feature set with a very low learning curve.